

Notes from SAM Refresher Training
August 1, 2007

Open Discussion

Q: VCU – When I run the Inactive Report from the Report Wizard I am only showing accounts that have not been used within the last 90 days and I need a report showing accounts that have had no activity for the last 13 months. Is there something else that I should be doing to get this information?

A: The canned Inactive Report in SAM will only show accounts that have not been used within the last 90 days. You will need to build a query using the Query Wizard to identify which accounts have not had any activity for 13 months. To do this you should use the selection criteria of “Last Used Date” and then enter the desired date.

Q: DOC – When I run the Inactive Report the results say that there are some accounts that haven’t been used for over 500 months, what does this mean?

A: When an account hasn’t been used since the account was first issued, the Last Used Date will have a date of 01/01/1960. This is an error GE is aware of and has a fix in place for the next SAM upgrade.

REMINDERS:

Charge Card Bulletin was released last week with important information regarding a new card application process that will take effect on September 4th. Agencies can select from either NetApps or PGP. Refer to the Bulletin issued on July 27th for more information.

September’s SAM Refresher Training is September 5th at 10am.

No monthly PA Call in September due to GE’s Users Conference.